

PIEDMONT & CAROLINIAN PERFORMANCE SNAPSHOT

NCDOT RAIL DIVISION MAY 2015

Ridership

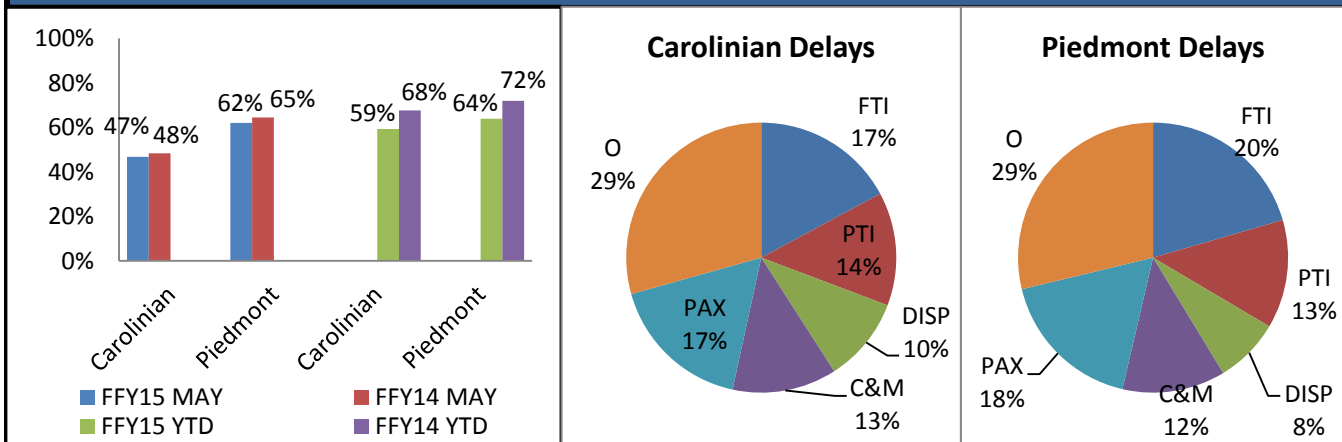
	FFY15 MAY	FFY14 MAY	Δ	FFY15 YTD	FFY14 YTD	Δ
Carolinian	24,196	27,757	-13%	196,289	193,012	2%
Piedmont	12,282	14,510	-15%	110,939	115,135	-4%
Total	36,478	42,267	-14%	307,228	308,147	0%
			# of Trains	FFY15 MAY	FFY14 MAY	Δ
Average number of passengers per train		Carolinian	62	390	448	-13%
		Piedmont	124	99	117	-15%

Revenue

	FFY15 MAY	FFY14 MAY	Δ	FFY15 YTD	FFY14 YTD	Δ
Carolinian	\$1,500,889	\$1,726,995	-13%	\$12,337,012	\$11,630,206	6%
Piedmont	\$246,124	\$283,547	-13%	\$2,287,306	\$2,297,307	0%
Total	\$1,747,013	\$2,010,542	-13%	\$14,624,318	\$13,927,513	5%
Amenities	Mo. Surcharge	\$9,306	Mo. Expense	\$2,675	Mo. Surplus	\$6,631

*Average revenue per rider was \$62.03 for the Carolinian and \$20.04 for the Piedmont. Average number of passengers per train is monthly ridership divided by number of operating trains. Amenities surcharge is now for Piedmont service and for Carolinian service between Charlotte and Raleigh; Carolinian amenities revenue does not reflect reduced surcharges for discounted fares as is available for Piedmont service.

On-time Performance



*Carolinian and Piedmont delays were 7,063 and 3,691 minutes, respectively. FTI - Freight Train Interference; PTI - Passenger Train Interference; DISP - Dispatch Related; C&M - Construction, Maintenance; PAX - Any Passenger Related; O - All Other Delays (e.g. weather, mechanical). Carolinian trains arriving within 20 minutes and Piedmont trains within 10 minutes of schedule are considered on time.

Overall Customer Satisfaction

	FFY15 MAR	FFY14 YEAR-END	Δ
Carolinian	78%	75%	3%
Piedmont	87%	88%	-1%

*The customer satisfaction index (eCSI) is calculated from rider survey data conducted on line; the eCSI is for one month prior to the current report month. Overall satisfaction is defined as average scores greater than or equal to 80. Customer satisfaction goals for FFY 2014 were 82% for the Carolinian and 92% for the Piedmont; and for FFY 2015 are 79% for the Carolinian and 90% for the Piedmont.

North Carolina City Pairs with Largest Ridership

	Carolinian	Piedmont
1	Raleigh - Washington	Charlotte - Raleigh
2	Charlotte - Raleigh	Charlotte - Durham
3	Durham - Washington	Charlotte - Cary
4	Charlotte - Durham	Charlotte - Greensboro
5	Greensboro - Washington	Greensboro - Raleigh
6	New York - Raleigh	Durham - Greensboro
7	Charlotte - Washington	Cary - Greensboro
8	Charlotte - New York	Charlotte - HighPoint
9	Cary - Washington	Burlington - Charlotte
10	Washington - Wilson	Cary - Durham

*Of the ten city pairs with the highest ridership, from the previous FFY month New York - Raleigh had the largest increase of 5% and Charlotte - New York the largest decrease of 31% for the Carolinian; Burlington - Charlotte had the largest increase of 27% and Durham - Greensboro the largest decrease of 35% for the Piedmont.

Carolinian and Piedmont Total Ons-Offs at North Carolina Stations

	FFY15 MAY	FFY14 MAY	Δ
Charlotte	12,188	14,241	-14%
Raleigh	9,203	10,540	-13%
Greensboro	7,845	10,211	-23%
Durham	6,581	7,558	-13%
Cary	4,583	5,227	-12%
High Point	2,756	3,146	-12%
Wilson	2,709	2,847	-5%
Burlington	2,296	2,582	-11%
Rocky Mount	1,597	1,676	-5%
Salisbury	1,574	2,044	-23%
Kannapolis	1,381	1,522	-9%
Selma-Smithfield	636	749	-15%

*The values represent passenger ons and offs at North Carolina stations for only state-supported routes and do not include those of other Amtrak services. The values should not be construed as total ridership.

North Carolina Train Host Association

	FFY15 MAY	FFY15 YTD
Train Host Volunteer Hours	1208	8397



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